



May
2020

City of West Des Moines COVID-19 Update

Although City buildings and facilities remain closed to the public, employees are answering phones, conducting business online and working hard to keep services running as smoothly as possible during these uncertain times.

“It’s amazing we’ve been able to transition so quickly when you look at what’s happened since March,” Hadden said. “I give complete credit to the talented people who work for this City because they made it happen.”

Hadden said employees have been busy mowing and maintaining parks and trails, cleaning sanitary and storm sewers, repairing potholes, managing traffic, selling pet licenses, issuing permits and conducting inspections. In addition, all Police, Fire and EMS personnel have been answering calls and providing essential services for residents.

“No doubt, this has been a difficult time for everyone, including our employees, but residents should know that we’ll be there for anyone who needs us,” he said.

[Hadden urged residents to visit the City’s website](#) and the **[special COVID-19 City webpage](#)** to stay up-to-date with the latest news and developments regarding services and events.

The City also has a COVID-19 YouTube Channel

that features information for residents including videos of City Council meetings that have been held online during the pandemic.

Although it’s hard to say when restrictions will be lifted for our area, Hadden said a decision will need to be made soon regarding whether or not aquatic centers will open. If they do reopen, it may not be until the middle of June instead of the traditional May 30 opening date.

Hadden said everyone is working hard to make sure West Des Moines comes back from this pandemic better than ever. He added that by following safety guidelines, contractors and their crews have been able to make tremendous progress on major construction projects, including the Raccoon River Boathouse, the MidAmerican Energy RecPlex and the Jamie Hurd Amphitheater located by the City Campus Pond.



Check out our
progress on the
Jamie Hurd
Amphitheater!

Connect with us! www.wdm.iowa.gov



Tell us about the University Avenue Corridor

West Des Moines and Clive have joined forces to create a coordinated redevelopment plan for the University Avenue Corridor!

Located between 22nd Street/NW 86th Street and I-35/80, the University Avenue Corridor is a long-standing center for retail and office within the Des Moines metro area.

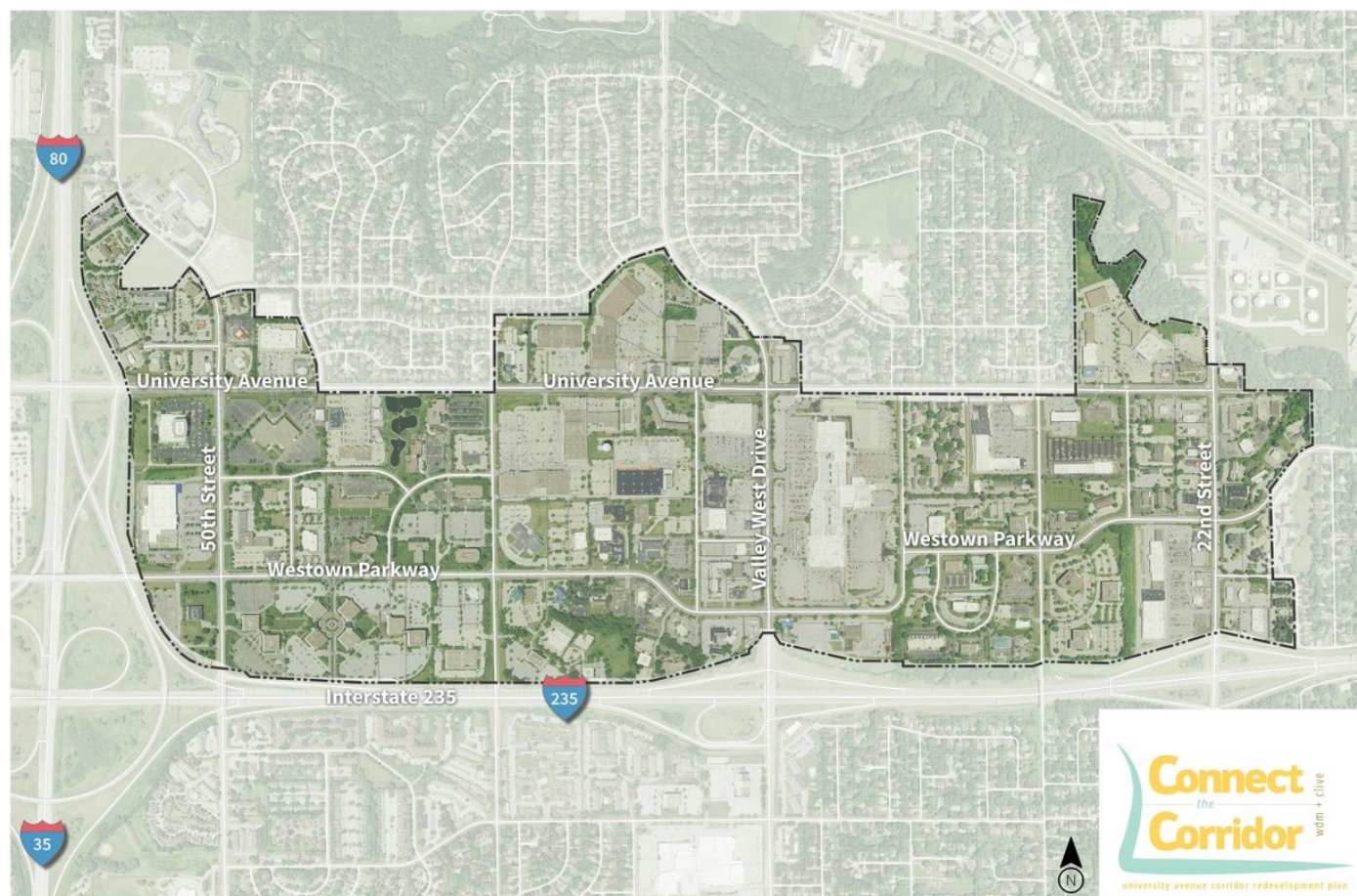
Over time, changes to the metro and retail and office development have shifted the dynamics of the area and impacted many properties. Both cities recognize the importance of keeping the corridor thriving and are committed to implementing a plan to strengthen the resiliency of this important area.

To obtain the community's input and help guide decision-making and prioritization for this plan,

the Cities have set up a project website with a series of engagement exercises that will be open to the public through June 30.

You can take part in a **mapping activity** by sharing your ideas with us and by highlighting areas of the corridor that you like and areas that

need improvement. You also can take a **short survey** and help us **prioritize** possible improvements to the area. Visit the project website to learn more and start sharing your thoughts with us!



West Des Moines: Fill out your Census questionnaire!

Okay, West Des Moines, by now you have your invitation to complete the 2020 Census. You can respond by phone, by mail, or for the first time in Census history, ***you can respond online!***

It's important for all West Des Moines residents to be counted so that we have a chance to receive the funding and resources we need as a rapidly growing city. All the information you share is confidential, and the data helps determine how approximately **\$675 billion in federal funding** flows into states and communities each year.

Because the Census is so important, everyone is required by law to respond. The Census Bureau also is required by law to protect your answers. Your responses are used only to produce statistics. No personal information is disclosed by the Census Bureau.

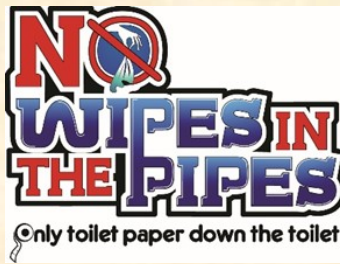
If you don't respond online or answer a questionnaire that is mailed to you, a Census taker will knock on your door and ask you the questions.

[Find out more by reading our Census news release.](#)

Don't clog your pipes

It's worth repeating: Disinfectant wipes, baby wipes, tampons and paper towels may say "flushable" on the label, but they can still clog your sewer.

While toilet paper breaks down in water, other items do not and they can get stuck in your sewer pipe and create large bills for plumbing and cleanup.



Don't spend your money on a sewer backup. Anything that isn't toilet paper should be placed in your garbage.

So please, take our advice.

Think before you flush!

Rain Barrel & Soil Restoration Reimbursement Program

What better way to continue Earth Day fun than by taking advantage of our **NEW** Residential Rain Barrel and Soil Quality Restoration Reimbursement Programs!

West Des Moines residents can qualify for up to a \$75 reimbursement on a new rain barrel and up to \$1,500 of their soil quality restoration costs. Improve your lawn, save money on your water bill and improve our City's water quality with these sustainable programs.

[Visit our website for details about how you can participate and make a difference.](#)



Human Services food and personals pantry is open

The Food & Personals Pantry at Human Services is open and offering curbside service.

Hours are Mondays, Tuesdays and Thursdays from 8:30 a.m. to 3:00 p.m., and Wednesdays and Fridays from 8:30 a.m. to noon.

Identification for each household member is required. Please call West Des Moines Human Services at 515-222-3660 for more information. Also, please note that the Garden Program has been suspended due to COVID-19.



Emergency family assistance available



Although some seasonal assistance programs are not being offered right now, West Des Moines Human Services is continuing to provide emergency financial assistance through an online application process to income-eligible residents who are unable to pay their rent or utility bills.

Household information and income verification is required.

For further information, call Human Services at 515-222-3660.

Wearing a cloth face covering **CORRECTLY** can help prevent the spread of COVID-19 to others. When you go out on essential trips, follow these tips:

Cloth Face Covering Do's & Don'ts:

DO:



- ✓ Make sure you can breathe through it
- ✓ Wear it whenever going out in public
- ✓ Make sure it covers your nose and mouth
- ✓ Wash after using

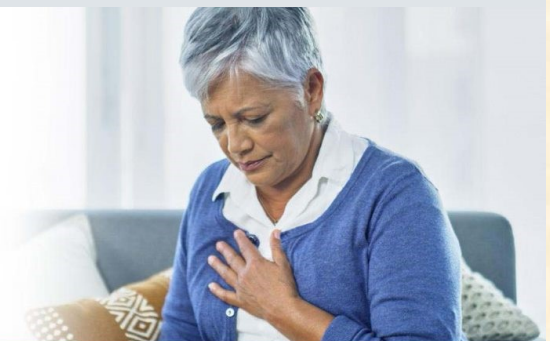
DON'T:

- ✗ Use on children under age 2
- ✗ Use surgical masks or other personal protective equipment (PPE) intended for healthcare workers



cdc.gov/coronavirus

WDM Emergency Medical Services crews are here for you, so please call 911 if you need us in an emergency!




Heart Attacks and Strokes Don't Stop During Pandemics.

Call 911 right away if you have symptoms. Even while fighting the coronavirus, emergency systems stand ready to help.

heart.org

Visit the Parks and Recreation web page for updates since things are changing so quickly.



IN RESPONSE TO THE MOST
RECENT DEVELOPMENTS
RELATED TO COVID-19 AND WITH
THE SUPPORT OF THE CITY
MANAGER,
**WE ARE EXTENDING THE
CANCELLATION OF ALL
CITY OF WEST DES MOINES
PARKS & RECREATION
PROGRAMS AND FACILITY
RENTALS THROUGH
MAY 29.**



Details regarding refunds will be emailed to program registrants.



Construction Updates



If you would like to learn more about Engineering and Parks and Recreation projects under construction, just visit our [website](#). You can also view drone footage of construction projects by [visiting Engineering Services YouTube Channel!](#)

2020 Solid Waste Events for WDM Residents

Spring Cleanup (June 1–5) has been postponed
Large/Extra item curbside pickup has been suspended, effective May 11

April 6	Yard Waste Pickup begins on your normal trash collection day
April 11	Scrap Tire Drop-off, 7:30 a.m. — 4 p.m., West Des Moines Public Services The Scrap Tire Drop-off event has been postponed due to COVID-19
May 21	National Public Works Week Celebration, 4 p.m. to 7 p.m., Valley Junction Farmer's Market Cancelled
June 1–5	Annual Spring Cleanup — on your regular trash day. No appliances accepted (see June 6 event). Postponed
June 6	Scrap Appliance, Metal Drop-off * 8 a.m. — 12:00 (noon), West Des Moines Public Services Cancelled
September 12	Scrap Appliance, Metal Drop-off * 8 a.m. — 12:00 (noon), West Des Moines Public Services
November 28	Yard Waste Pickup Ends
Dec. 28, 2020 — Jan. 8, 2021	Winter Yard Waste & Christmas Tree Collection

Metro Waste Authority's is adding residential trash drop-off to the services offered at the Metro Northwest Transfer Station in Grimes

Beginning Saturdays in May, residents can bring typical household garbage, and large items, such as mattresses or furniture, to the Northwest Drop-off. This means items that would usually require a large item or extra trash sticker can now be brought to the drop-off instead for a fee. **With Spring Cleanup postponed due to COVID-19, this provides a convenient location to dispose of trash and large items.**

The northwest location also offers compost for purchase by the bag and free recycling drop-off, including cardboard. To ensure safety, hazardous waste will not be accepted at this time. In addition, appliances, tires, yard waste, and construction and demolition materials are not accepted and must be taken to the landfill.

Metro Northwest Transfer Station in Grimes is located at 4105 SE Beisser Drive, just a half-mile west of IA-Hwy 141. Once at the site, look for a small brick building in the center. Pull across the scale and up to the window for a quick chat with staff who will get you on your way. For rates and information, visit www.WhereItShouldGo.com or call (515) 244-0021. Hours on Saturday are from 8 a.m. — 1 p.m.



Public Services continue serving WDM



Even during a pandemic, Public Services staff are working for you, our residents. Although the office has been closed to the public, the work still goes on.

All possible precautions are being taken to keep workers and citizens safe while we work on:

- Sanitary & Storm Sewers
- Street Maintenance
- Unimproved Streets
- Traffic Safety
- Parks Maintenance and Mowing
- Forestry and Horticulture

- Street Sweeping
- Community Compliance
- City Properties
- Responding to our Residents

Your Public Services Department has always been available and ready whenever an urgent situation arises.

That's what we do, whether it's windstorms, flooding, snow, and yes, pandemics.

Our team of resilient and dedicated employees are honored to work for you, our residents!

Although our yearly May celebration in Valley Junction has been cancelled due to COVID-19, give a "wave" to the workers when you see those big yellow pieces of equipment on the road!

Stay safe and healthy, and we hope to see you in Valley Junction in 2021 to celebrate National Public Works Week.



LIHEAP application deadline is now May 29

The Low-Income Home Energy Assistance Program (LIHEAP) is a federal program created to assist low income households with their home energy needs.

LIHEAP offers limited financial assistance to eligible households who require support in meeting higher heating costs during the winter months. This is a one-time credit households can reapply for each year.



The program is meant to target those who are most vulnerable: the disabled, the elderly and families with young children.

If you live in Polk County and want to apply for LIHEAP, please contact West Des Moines Human Services at 515-222-3660 to begin the application process. Dallas County residents should call New Opportunities at 515-465-5185 to apply.